



Department of Managed Health Care

JOB OPPORTUNITY

ARNOLD SCHWARZENEGGER, Governor

Dale E. Bonner, Agency Secretary

Release Date: 06/20/07

CLASSIFICATION: Associate Health Program Adviser
1 Position - Permanent/Full Time

FINAL FILE DATE: Until Filled

SALARY: \$4255 - \$5172 per month

LOCATION: HMO Help Center (FTB Court at Mayhew)

DUTIES AND RESPONSIBILITIES: Interested in an exciting position in a friendly environment with **FREE PARKING**? The Department of Managed Health Care announces the following opportunity for an Associate Health Program Adviser (AHPA). Under the general supervision of the Health Program Manager III, Division of Consumer Assistance, Complaint Management and Clinical Review, the incumbent will be assigned program-related responsibilities that ensure effective interpretation and implementation of the Knox-Keene Health Care Plan Act of 1975, the California Code of Regulations, Title 28, and program policies and procedures. The incumbent will be responsible for performing the more difficult and complex duties involved in planning, implementing, monitoring, and evaluating health program activities within the Division. The incumbent will provide subject matter expertise in the review and evaluation of the Standard Complaint programs/processes. The incumbent will also have lead responsibility, serve as a team leader on studies or projects in the program area, and perform in a broad range of technical, consultative, and programmatic areas within the Division. This includes the more complicated and intricate tasks involved in the evaluation of consumer complaints/inquiries and making recommendations for their resolution.

DESIRABLE QUALIFICATIONS:

- ✓ Knowledge of health care service programs and trends
- ✓ Familiarity with research methods to assist in the development of healthcare projects
- ✓ Ability to work independently with minimum supervision and provide consultative services to management
- ✓ Ability to communicate effectively, both orally and in writing
- ✓ Excellent interpersonal skills
- ✓ Ability to use good judgement in following established program procedures
- ✓ Ability to adjust to shifting priorities and meet stated deadlines
- ✓ Excellent attendance and dependability
- ✓ Knowledge and skill with PCs, i.e., Microsoft Word, Excel, etc.
- ✓ Ability to work in a team environment and serve as a team leader on a project

WHO MAY APPLY: State employees, who are currently in the above classification, have list eligibility for appointment or have transfer eligibility are encouraged to apply. Appointment is subject to SROA. **ONLY THOSE BEST QUALIFIED WILL BE INTERVIEWED.** For further technical information regarding the position, please contact Christina Vaiza at (916) 255-2408. **SEND A COMPLETED APPLICATION/RESUME TO THE PERSON AND ADDRESS PROVIDED BELOW** (please include your social security number for eligibility verification and indicate the RPA#06-484 under the job title).

All applicants not currently employed by the DMHC will be subject to a pre-employment background investigation. The investigation will consist of fingerprinting and an inquiry to the California Department of Justice to disclose criminal records.

SUBMIT APPLICATION AND/OR RESUME TO:

Department of Managed Health Care
Attention: Christina Vaiza
980 Ninth Street, Suite 500
Sacramento, CA 95814-2738
California Relay Service: Voice Line: 1-800-735-2922
TDD User: 1-800-735-2929

161-8337-005

AN EQUAL OPPORTUNITY EMPLOYER – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, AGE, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.